

Rakan Bandar Al Zahrani

Summary

Adaptable and quick-learning, with a focus on innovative problem-solving in Windows, iOS, and mobile platforms. My Five years in technical support, system administration, and cybersecurity highlight a dedication to enhancing workflow efficiency and contributing to team success.

Work Experience

IT Engineer

May 2023 - Present

OIVAN | Riyadh, Saudi Arabia

- Support the IT infrastructure team with a focus on cloud administration, endpoint management, and security enhancement, including Microsoft Entra ID, Azure, and Intune.
- Assist in managing internal server infrastructure through regular updates, monitoring, and reporting to ensure optimal performance, availability, and security.
- Provide comprehensive technical support across departments, resolving employee technical issues efficiently and maintaining business continuity.
- Maintain and update the internal inventory system, overseeing hardware, software, and license assets.
- Collaborate with vendors to procure hardware and software solutions, ensuring timely delivery and compliance with organizational standards.
- Conduct onboarding cybersecurity awareness sessions for internal employees to promote secure computing practices.
- Participate in evaluating and testing solutions for macOS virtualization to support business and operational requirements.
- Translate and communicate technical concepts, support details, and requirements from English to Arabic for clients and stakeholders.
- Work with infrastructure teams to test and improve service desk workflows and support processes.
- Contribute to strengthening the organization's security posture through technical improvements and cybersecurity initiatives.
- Develop and maintain knowledge base articles, troubleshooting documentation, and technical guides to improve team efficiency and issue resolution.

Almarai Project | Security Remediation Consultant “Oivan Project” Jul 2025 - 6 month

- I was working as a MS365 ZT Security Remediation Consultant, focusing on identifying and addressing security vulnerabilities to enhance the organization's security posture.
-

Operation, maintenance and end-user service management

Mar 2020 - Apr 2023

Communications, Space & Technology Commission | Riyadh, Saudi Arabia

- Oversaw Operations, Maintenance, and User Service Management, blending traditional helpdesk roles with advanced responsibilities. Excelled in incident response, user account management, and administrative functions, demonstrating a commitment to operational excellence.
- Team Collaboration: Demonstrated strong teamwork and support, handling escalations and providing on-call support for high-level executives.
- Versatility: Undertook tasks beyond the usual scope, including enabling and troubleshooting BitLocker for a user base of almost 700+ employees in collaboration with colleagues.
- Helpdesk Support for isolated domain: Provided prompt assistance for isolated domains, ensuring smooth system functionality.
- Level 3 Troubleshooting: Addressed both rare and common end-user problems, contributing to a resilient IT environment.
- Deployment and Backup: Utilized Desktop Central for program deployment, Acronis for image pulling and backups, and provided Opswat support for enhanced security.
- Executive-Level Technical Support: Delivered dedicated and on-call IT support to the office of the Governor, addressing high-priority technical requirements with confidentiality, precision, and efficiency to ensure uninterrupted executive operations.
- Meeting Preparation & Support: Set up and configured equipment and software for internal meetings, ensuring seamless functionality of all systems including AV, conferencing tools, and presentation materials.
- Global Meeting Support: Provided real-time monitoring and technical assistance during international video conferences, proactively resolving issues to ensure uninterrupted communication across time zones.
- Event Support (Internal & Global): Managed the technical setup and live support for internal and global events, coordinating logistics, ensuring system reliability, and delivering a professional experience for participants and speakers.

Helpdesk Trainee

Nov 2019 - Dec 2019

- Engaged in an intensive training program focused on Help Desk Technician skills and simulations. This experience fostered my learning through interactions with a varied group of professionals, including engineers and academic instructors.
 - successfully acquired a wealth of knowledge and skills necessary for the proficient execution of Help Desk Technician responsibilities.
-

Education

Bachelor Degree In System Support "CST ON-SITE"

2021-2022

Technical And Vocational Training Cooperation

Riyadh, Saudi Arabia

GPA: 4.27/5.00

Second honor degree

Diploma in Technical Support

2019-2020

Technical And Vocational Training Cooperation

Riyadh, Saudi Arabia

GPA: 4.18/5.00

Honors, Awards & Achievements

- CST Adherence to cybersecurity controls
 - CST Support Team Excellence Award for Exceptional Performance For 2022
 - CST Governor Mohammed Altamimi Award for reaching the Exceptional cybersecurity controls of its top peak at 99.08%
-

Certifications

Nokia Hardware Maintenance